

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

CITIZENS UTILITY BOARD)

v.)

ILLINOIS BELL TELEPHONE CO.)

(AMERITECH, ILLINOIS))

Complaint to stop Ameritech from using)
misleading marketing and advertising)
materials and statements concerning)
Simplifive and CallPack rates.)

Docket No. 00-0043

CHIEF CLERK'S OFFICE

ILLINOIS
COMMERCE COMMISSION
APR 3 10 28 AM '00

DIRECT TESTIMONY OF PAMELA STEIGMAN

ON BEHALF OF THE CITIZENS UTILITY BOARD

MARCH 31, 2000

CITIZENS UTILITY BOARD
208 South LaSalle Street
Suite 1760
Chicago, Illinois 60604
Telephone: (312) 263-4282
Fax: (312) 263-4329

CUB Exhibit _____

1 Q. Please state your name and address.

2 A. My name is Pamela Steigman, and my home address is 3415 N. Marshfield, Chicago,
3 Illinois 60657.

4 Q. What is your present occupation?

5 A. I am a Research Data Analyst at the National Research and Training Center on
6 Psychiatric Disability in the Department of Psychiatry at the University of Illinois at Chicago.

7 Q. On whose behalf are you testifying?

8 A. I am testifying on behalf of the Citizens Utility Board.

9 Q. In what capacity are you testifying?

10 A. I am testifying as a customer of Ameritech, and not in my professional capacity. My
11 testimony is not related to my occupation.

12 Q. How long have you been a customer of Ameritech?

13 A. I have had telephone service with Ameritech at my present address since 1994.

14 Q. How many people share your telephone line?

15 A. I do not share my telephone line with anyone. I am the only person who uses it.

16 Q. Did you ever subscribe to the CallPack 100 Plan?

17 A. Yes. I subscribed to the CallPack 100 Plan in mid-July, 1999 and stayed on that rate until
18 mid-January, 2000.

19 Q. Why did you subscribe to the CallPack 100 Plan?

20 A. I called Ameritech customer service to inquire about Voice Mail in mid-July, 1999, and
21 in the course of that call the customer service representative suggested that I sign up for CallPack
22 100. She said that based on my calling pattern CallPack 100 would be more cost-effective than

1 the basic rates. She said the calls would be untimed, which is why it would be more cost-
2 effective. I believed that she knew my needs because I believed she had my bills and could see
3 how I used my telephone.

4 The basic rates were never disclosed to me during that call and there was no mention of
5 the competitors' rates in Band C.

6 Q. Did you sign up for Voice Mail at the same time that you subscribed to CallPack 100?

7 A. No. I had CallPack 100 about 3 months before I signed up for Voice Mail.

8 Q. Did you notice any change in your bill after you subscribed to CallPack 100 but before
9 you got Voice Mail?

10 A. No, nothing significant.

11 Q. Did you notice any change in your bill after you got Voice Mail?

12 A. Yes. My first bill with Voice Mail was dated October 25, 1999 and showed 330 calls at
13 10 cents each. My second bill with Voice Mail dated November 25, 1999 showed 498 calls. I
14 was shocked at the size of my bill, but decided to wait and see what December's bill would total
15 before canceling anything. I called Ameritech customer service in the beginning of January after
16 receiving the December 25th bill, as the number of calls totaled 447 at 10 cents a call. I was
17 informed that each time I received a voice message and each time that I retrieved my voice
18 messages I was charged 10 cents under the CallPack 100 plan. In other words, I was charged 20
19 cents for each recorded message. I canceled voice mail and CallPack 100 at that time.

20 Q. When you signed up for Voice Mail, were you informed that each time you received or
21 retrieved your voice messages you would be charged 10 cents under the CallPack 100
22 plan?

1 A. No.

2 Q. Did you have any conversation with the customer service representative about CallPack
3 100 when you called about your December 25, 1999 bill?

4 A. Yes. The customer service representative said that I should never have been put on
5 CallPack 100 and that it was inappropriate for me. She noticed that MCI was my local toll
6 company, and said that Ameritech's local rates, using the Simplifive plan were better than any
7 other companies' rates. I agreed to be switched to that plan.

8 Q. Did the Ameritech Customer Service representative ever tell you what the basic rates
9 were?

10 A. No. She just said that Simplifive was appropriate for me.

11 Q. Did you contact Ameritech customer service again after you canceled voice mail and
12 switched to Simplifive?

13 A. Yes. I contacted Ameritech customer service on or about January 16-18, 2000 to insure
14 that I was billed appropriately given the change in my service. I brought up CallPack 100 to her
15 and that I heard news reports alleging that the CallPack was unfair. She said that the news
16 reports about CallPack were just wrong.

17 Q. Did you do anything else regarding the CallPack 100 rate?

18 A. Yes. I contacted CUB to find out about their allegations. I sent CUB a copy of my bills.
19 The attorney for CUB later contacted me and I agreed to testify in this case about my
20 experiences.

21 Q. Have you reviewed your bills to determine if CallPack 100 was a more economical rate
22 that basic rates?

1 A. Yes. I reviewed my October 25, 1999 through February 25, 2000 bills, and obtained an
2 itemization of my calls for my May 25- June 24, 1999 and January 25- February 24, 2000 bills.
3 Copies of my bills and the itemizations are attached as Schedules A and B.

4 Q. Have you been able to analyze your bills and the itemizations you received to determine
5 whether CallPack, Simplifive or basic rates are most economical for you?

6 A. Although I looked at my bills and the itemization, I have not been able to do the
7 calculation necessary to determine which rate would be least costly to me. Jonathan Goldman at
8 CUB did the analysis based on my January 25-February 24, 2000 itemization.

9 Q. Do you know what his conclusion was?

10 A. Yes. For my February 25, 2000 billing, I would have been charged \$17.70 under the
11 CallPack 100 Plan. Under Simplifive I paid \$15.26, including the volume discount. Under
12 basic rates I would have been charged \$13.29, again including the volume discount.

13 Q. Did you or Mr. Goldman review your May 25 - June 24, 1999 itemization?

14 A. I reviewed that itemization myself. I found that I made an extraordinary number of long
15 duration band C calls that month. I only call three numbers that are in band C, and I do not make
16 long calls to these people that often. However, in May-June, 1999 I used 311 minutes in band C.
17 Given the large number of band C minutes shown on my May-June itemization, I believe that
18 CallPack would have been a good rate for me that month.

19 Q. Does the May-June itemization represent your normal calling pattern?

20 A. No. My July 25, 1999 itemization shows 311 band C minutes. However, my October 25,
21 1999 through February 25, 2000 bills show that my band C calls are irregular. In October I
22 made a 101 minute call; in November I made a 20 minute call; in February I made one long

1 duration band C call of 66 minutes. I do not have my records for December, 1999 and January,
2 2000.

3 Q. Did you understand when you signed up for CallPack that CallPack would be to your
4 advantage if you made long duration calls to band C?

5 A. No. The customer service representative just told me that I would benefit. She did not
6 explain that some calls are timed at 10 cents a minute and others are untimed, and she did not
7 mention that the distance of a call was related to its cost.

8 Q. Had you known that information, would that have affected your decision to subscribe to
9 CallPack?

10 A. Yes. If I had thought that CallPack was recommended to me because I made several long
11 duration band C calls in May/June, I would have been able to judge whether I ordinarily make
12 that many long duration band C calls.

13 Q. Had you understood that different calls were billed at different rates would that have
14 affected your use of the CallPack plan?

15 A. Yes. If I had understood that calls that had been timed at 10 cents per minute were 10
16 cents per call and timed band B calls were also 10 cents regardless of duration under CallPack, I
17 could have made more and longer band B and band C calls to take advantage of the rate.

18 Q. Do you believe you took full advantage of the CallPack rate?

19 A. No. In addition to not making long, band B and band C calls, I subscribed to MCI for my
20 local toll service while I was on the CallPack plan. I did not understand that timed, band C calls
21 were the same as the local toll service offered by long distance companies. In October I
22 selected MCI as my local toll company. Although I was paying the CallPack rate which is quite

1 favorable for band C calls, I did not receive the 10 cent per call rate for band C calls for about
2 half of the time I was on that rate because I had selected MCI as my local toll company.

3 Q. When you got off the CallPack rate and subscribed to Simplifive, did you understand that
4 Ameritech would provide your local toll service instead of MCI providing it?

5 A. Yes. The customer service representative told me that the Ameritech rate was better for
6 me.

7 Q. Do you believe you saved money by subscribing to the Simplifive rate?

8 A. No. In reviewing my bills, I found that the MCI local toll rate was 5 cents off-peak,
9 which is when I make the majority of my band C calls. This is the same as the Simplifive rate.
10 However, I paid significantly more for my band A and band B calls under Simplifive, so in total
11 my bill was higher than it would have been had I kept MCI for local toll and been put on
12 Ameritech's basic rates.

13 Q. Do you know what portion of your calls are band A, band B and band C?

14 A. Yes. From a review of my bills, I found that over 90% of my calls are within band A.
15 These calls are untimed and cost between 3.5 and 5 cents under Ameritech's basic rates. My
16 February 25, 2000 bill shows that I made 160 untimed calls, and I was charged 5 cents per call
17 regardless of when the call was made. I made only 17 timed calls, which is about 10% of my
18 calls. Of those calls, 10 were in band B and 7 were in band C. My January 25, 2000 bill is
19 consistent with this pattern. I cannot discern my calling pattern from the CallPack bills.

20 Q. Which rate do you believe is the best rate for you?

21 A. I believe the basic rates are the lowest for me, and would be the best rate for me for my
22 local calling. I can obtain band C service from another company and get the same 5 cent rate

Ameritech offered me. Although this rate is limited to off-peak times, I make the majority of my toll calls on weekends and in the evening, so the off-peak rate meets my needs. I also make very few band A and band B calls during peak periods, so my rates would be lower under basic rates than the Simplifive rate. Because the vast majority of my calls are band A calls which cost less than 10 cents each, I believe that CallPack would ordinarily not be the more economical rate for me.

Q. Does this conclude your testimony?

A. Yes.

Schedule A

CUB Exhibit _____
Direct Testimony of Pamela Steigman
Schedule A

Feb. 25, 2000 billing	pages 1-3
Jan. 25, 2000 billing	pages 4-5
Dec. 25, 1999 billing	pages 6-7
Nov. 25, 1999 billing	pages 8-10
Oct. 25, 1999 billing	pages 11-14



PAMELA STEIGMAN
3415 N MARSHFIELD AV
APT 3-W
CHICAGO, IL 60657-1243

Page 1 of 3
Account Number 773 871-7726 117 6
Billing Date Feb 25, 2000

Web Site www.ameritech.com

Monthly Statement

Jan 26 - Feb 25, 2000

Bill-At-A-Glance

Previous Bill	172.98
Payment	100.00CR
Adjustments	.33
Amount Past Due	73.31
Current Charges	72.88
Total Amount Due	\$146.19
Amount Due in Full By	Mar 23, 2000

Billing Summary

Questions? Call:

Ameritech Local Service 1-800-244-4444	44.32
MCI WorldCom 1-800-999-1909	28.56
Total of Current Charges	72.88

News You Can Use - Summary

- LOCAL TOLL INFO
 - IMPORTANT NEWS
 - FREE TAX ASSISTANCE
 - LONG DISTANCE INFO
 - BEST TIMES TO CALL
 - SPECIAL NEEDS CENTER
- See "News You Can Use" for additional information.

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope.

Ameritech Values

• Ameritech Local Service Savings 2.69

Savings details are reflected within your bill.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	2-05	Payment		100.00
2	2-28	Late Payment Charge	.33	
Totals			.33	100.00

Ameritech Local Service

Monthly Service - Feb 25 thru Mar 24

Call Waiting	2.25
Line Charge	5.59
Caller Identification	5.00
Calling Name Display	1.50
Federal Access Charge	3.50
Total Monthly Service	17.84

Local Calls

Automatic Call Back

2 Automatic Call Back activation(s) billed at \$.75 each	1.50
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SimpliFive Call Plan

160 Call(s) billed at \$.05 each	8.00
17 Call(s) totaling 199 minute(s) billed at \$.05 per minute	9.95

15% Automatic Volume Discount	2.69CR
Total SimpliFive Call Plan	15.26
Total Local Calls	16.76

Information Charges

2 Call(s) placed to 1+411	
2 Call(s) billed at \$.95 each	1.90
2 Call(s) placed to NameFinder Plus billed at \$.30 each	.60
Total Information Charges	2.50





PAMELA STEIGMAN
3415 N MARSHFIELD AV
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CHICAGO, IL 60657-1243

Page 3 of 3
Account Number 773 871-7726 117 6
Billing Date Feb 25, 2000

Questions? 1-800-999-1909

Current Charges

MCI WorldCom Account Number: 3BL26550

Invoice Date: 02/15/00

PAMELA STEIGMAN

Current Charges (See Service Summary)	24.21
Current Taxes and Surcharges	4.35
Total Current Charges, Taxes and Surcharges	28.56

Service Summary

Long Distance	21.15
Other Fees	3.06
Total Current Charges	24.21

Taxes and Surcharges

Federal Excise Tax73
State & Local Taxes	3.53
Federal, State & Local Surcharges09
Total Current Taxes and Surcharges	4.35

MCI WorldCom Calling Plan

Your Plan Includes:

- 24 Hour Online Customer Service;

www.mci.com

- 5 cent Sundays; state-to-state calls from home

MCI One Savings™

Other Fees - Continued

Total Other Fees 3.06

MCI WorldCom Legend

5C = 5 cent Rate

D = Peak

N = Off-Peak

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Long Distance

Calls from 773-871-7726:

No.	Date	Time	Place Called	Number	Code	Min	Amount
1	1-20	824P	MILWAUKEE WI	414 964-4721	N	1	.10
2	1-24	646P	MILWAUKEE WI	414 964-4721	DM	30	7.50
3	1-25	655P	CORTEMADRA CA	415 927-4372	D	1	.25
4	1-27	850A	MILWAUKEE WI	414 299-3393	D	2	.50
5	1-27	712P	MILWAUKEE WI	414 964-4721	N	2	.20
6	2-02	916P	MILWAUKEE WI	414 964-4721	N	7	.70
7	2-08	925A	GALENA IL	815 777-2845	D	2	.40
8	2-08	1001P	MILWAUKEE WI	414 964-4721	N	1	.10
9	2-09	1120P	CORTEMADRA CA	415 927-4372	N	87	8.70
10	2-13	958P	5C MILWAUK WI	414 964-4721	N	54	2.70
Total Calls from 773-871-7726:							21.15

Total Long Distance 21.15

Other Fees

Carrier Access Charge	1.46
Federal Universal Service Fee	1.80



PAMELA STEIGMAN
3415 N MARSHFIELD AV
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CHICAGO, IL 60657-1243

Page 1 of 3
Account Number 773 871-7726 117 6
Billing Date Jan 25, 2000

Web Site www.ameritech.com

Monthly Statement

Dec 26 - Jan 25, 2000

Bill-At-A-Glance

Previous Bill	271.01
Payment	170.00CR
Adjustments	.23CR
Amount Past Due	100.78
Current Charges	72.20
Total Amount Due	\$172.98
Amount Due in Full By	Feb 22, 2000

Billing Summary

Questions? Call:

Ameritech Local Service 1-800-244-4444	51.33
MCI WorldCom 1-800-999-1909	20.87
Total of Current Charges	72.20

News You Can Use - Summary

- LOCAL TOLL CHANGE
- IMPORTANT NEWS
- RATE CHANGES
- MODEM CONNECTIONS
- LONG DISTANCE INFO
- DIRECTORY ASSISTANCE
- BEST TIMES TO CALL

See "News You Can Use" for additional information.

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope.

Ameritech Values

- Ameritech Local Service Savings 5.00

Savings details are reflected within your bill.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	12-31	Payment		100.00
2	1-04	Credit for overbilling Dir Asst	1.08CR	
3	1-22	Payment		70.00
4	1-27	Late Payment Charge	.85	
Totals			.23CR	170.00

Ameritech Local Service

Monthly Service - Jan 25 thru Feb 24

Call Waiting	2.25
Line Charge	5.59
Caller Identification	5.00
Calling Name Display	1.50
Federal Access Charge	3.50
Total Monthly Service	17.84

Local Calls

SimpliFive Call Plan	
62 Call(s) billed at \$.05 each	3.10
5 Call(s) totaling 66 minute(s) billed at \$.05 per minute	3.30
Total SimpliFive Call Plan	6.40

Ameritech CallPack 100

288 Call(s) were placed this month	
66 Call(s) were allowed	
222 Call(s) billed at \$.10 each	22.20
Total Local Calls	28.60

Information Charges

1 Call(s) placed to 1-411	
1 Call(s) billed at \$.75 each	.75
2 Call(s) placed to 1-411	
2 Call(s) billed at \$.95 each	1.90
Total Information Charges	2.65



PAMELA STEIGMAN
3415 N MARSHFIELD AV
APT 3-W
CHICAGO, IL 60657-1243

Page 1 of 3
Account Number 773 871-7726 117 6
Billing Date Dec 25, 1999

Web Site www.ameritech.com

Monthly Statement

Nov 26 - Dec 25, 1999

Bill-At-A-Glance

Previous Bill	151.73
Payment	.00
Adjustments	1.82
Amount Past Due	153.55
Current Charges	117.46
Total Amount Due	\$271.01
Amount Due in Full By	Jan 22, 2000

Billing Summary

Questions? Call:

Ameritech Local Service 1-800-244-4444	91.45
MCI WorldCom 1-800-999-1909	26.01
Total of Current Charges	117.46

News You Can Use - Summary

- LOCAL TOLL INFO
 - LONG DISTANCE INFO
 - IMPORTANT NEWS
 - BEST TIMES TO CALL
 - LOCAL CALLING PLANS
 - SPECIAL NEEDS CENTER
- See "News You Can Use" for additional information.

Detail of Payments and Adjustments

No.	Date	Description	Adjustments	Payments
1.	12-28	Late Payment Charge	1.82	
Totals			1.82	.00

Ameritech Local Service

Monthly Service - Dec 25 thru Jan 24

Voice Mail	3.45
Line Charge	5.59
Ameritech CallPack 100	10.00
Stay Connected Package	8.75
Call Waiting	
Caller Identification	
Calling Name Display	
Ameritech Voice Mail Feat Pkg	1.50
Busy Line Transfer	
Alternate Answering	
Msg Wtg Audible & Visual Ind	
Star Code Access	
LINE-BACKER®	3.79
Federal Access Charge	3.50
Total Monthly Service	36.58

Local Calls

3-Way Calling	
2 3-Way Calling activation(s) billed at \$.75 each	1.50

Ameritech CallPack 100

447 Call(s) were placed this month	
100 Call(s) were allowed	
347 Call(s) billed at \$.10 each	34.70
Total Local Calls	36.20

Information Charges

5 Call(s) placed to 1-411	
5 Call(s) billed at \$.95 each	4.75
1 Call(s) placed to NameFinder Plus billed at \$.30 each	.30
Total Information Charges	5.05

Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Local Government	1.25
Municipal Infrastructure Maintenance Fee	1.48
State Infrastructure Maintenance Fee	.37
State Additional Charges	.07
Number Portability Surcharge	.28
Infrastructure Maintenance Credit	.79CR
Total Local, State and Federal Charges	2.66

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

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Patent Pending

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PAMELA STEIGMAN
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APT 3-W
CHICAGO, IL 60657-1243

Page 1 of 3
Account Number 773 871-7726 117 6
Billing Date Nov 25, 1999
Web Site www.ameritech.com

Monthly Statement

Oct 26 - Nov 25, 1999

Bill-At-A-Glance

Previous Bill	178.14
Payment	160.57CR
Adjustments	.00
Amount Past Due	17.57
Current Charges	134.16
Total Amount Due	\$151.73
Amount Due in Full By	Dec 22, 1999

Billing Summary

Questions? Call:

Ameritech Local Service
1-800-244-4444

MCI WorldCom
1-800-999-1909

Total of Current Charges

134.16

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	11-01	Payment		85.57
2	11-05	Payment		75.00
Totals			.00	160.57

Ameritech Local Service

Monthly Service - Nov 25 thru Dec 24

Voice Mail	3.45
Line Charge	5.59
Ameritech CallPack 100	10.00
Stay Connected Package	8.75
Call Waiting	
Caller Identification	
Calling Name Display	
Ameritech Voice Mail Feat Pkg	1.50
Busy Line Transfer	
Alternate Answering	
Msg Wtg Audible & Visual Ind	
Star Code Access	
LINE-BACKER®	3.79
Federal Access Charge	3.50
Total Monthly Service	36.58

Local Calls

Ameritech CallPack 100

498 Call(s) were placed this month
100 Call(s) were allowed
398 Call(s) billed at \$.10 each

39.80

Information Charges

3 Call(s) placed to 1-411
3 Call(s) billed at \$.75 each

2.25

Other Charges and Credits

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Charges
	Effective Nov 7, 1999, your Bill reflects an increase of \$.04 in your Monthly Service charges. Charges are prorated from Nov 7, 1999 thru Nov 24, 1999		
1	Monthly Service		.02

News You Can Use - Summary

- LOCAL TOLL INFO
 - LONG DISTANCE INFO
 - IMPORTANT NEWS
 - BEST TIMES TO CALL
 - BILLING CHANGE
- See "News You Can Use" for additional information.

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope.

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3415 N MARSHFIELD AV
APT 3-W
CHICAGO, IL 60657-1243

Page 3 of 3
Account Number 773 871-7726 117 6
Billing Date Nov 25, 1999

Questions? 1-800-999-1909

Current Charges

MCI WorldCom Account Number: 3BL26550

Invoice Date: 11/15/99

PAMELA STEIGMAN

Current Charges (See Service Summary)	34.64
Current Taxes and Surcharges	7.11
Total Current Charges, Taxes and Surcharges	41.75

Service Summary

Long Distance	30.94
Other Fees	3.70
Total Current Charges	34.64

Taxes and Surcharges

Federal Excise Tax	1.07
State & Local Taxes	5.16
Federal, State & Local Surcharges	.88
Total Current Taxes and Surcharges	7.11

MCI WorldCom Calling Plan

Your Plan Includes:

- 24 Hour Online Customer Service;
www.mci.com
 - 5 cent Sundays; state-to-state calls from home
- MCI One Savings™

Long Distance

Calls from 773-871-7726:

No.	Date	Time	Place Called	Number	Code	Min	Amount
1	10-19	634P	MILWAUKEE	WI 414 964-4721	D	18	4.50
2	10-26	618P	CHICAGO	IL 773 881-0999	D	1	.07
3	10-26	621P	CHICAGO	IL 773 881-0998	D	1	.07
4	10-27	853P	MILWAUKEE	WI 414 964-4721	N	1	.10
5	10-28	825A	MILWAUKEE	WI 414 964-4721	D	24	6.00
6	11-01	624P	MILWAUKEE	WI 414 964-4721	D	20	5.00
7	11-05	553P	HAYWARD	CA 510 727-1420	D	1	.25
8	11-05	554P	HAYWARD	CA 510 727-1420	D	31	7.75
9	11-06	1037A	CHICAGO	IL 773 881-0998	N	20	1.00
10	11-06	1056A	CHICAGO	IL 773 881-0998	N	1	.05
11	11-06	303P	MILWAUKEE	WI 414 964-4721	N	2	.20
12	11-06	726P	MILWAUKEE	WI 414 964-4721	N	6	.60
13	11-06	908P	MILWAUKEE	WI 414 964-4721	N	6	.60
14	11-06	926P	CHICAGO	IL 773 238-8863	N	1	.05
15	11-11	814P	MILWAUKEE	WI 414 964-4721	N	47	4.70
Total Calls from 773-871-7726:							30.94

Total Long Distance 30.94

Other Fees

National Access Fee	1.46
Federal Universal Service Fee	2.24
Total Other Fees	3.70

MCI WorldCom Legend

5C = 5 cent Rate

D = Peak

N = Off-Peak

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.



PAMELA STEIGMAN
3415 N MARSHFIELD AV
APT 3-W
CHICAGO, IL 60657-1243

Page 1 of 4
Account Number 773 871-7726 117 6
Billing Date Oct 25, 1999

Web Site www.ameritech.com

Monthly Statement

Sep 26 - Oct 25, 1999

Bill-At-A-Glance

Previous Bill	84.58
Payment	.00
Adjustments	.99
Amount Past Due	85.57
Current Charges	92.57
Total Amount Due	\$178.14
Amount Due in Full By	Nov 22, 1999

Billing Summary

Questions? Call:

Ameritech Local Service
1-800-244-4444

MCI WorldCom
1-800-999-1909

AT&T
1-800-222-0300

Total of Current Charges **92.57**

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	10-27	Late Payment Charge	.99	
Totals			.99	.00

Ameritech Local Service

Monthly Service - Oct 25 thru Nov 24

Voice Mail	3.45
Line Charge	5.59
Ameritech CallPack 100	10.00
Stay Connected Package	8.75
Call Waiting	
Caller Identification	
Calling Name Display	
Ameritech Voice Mail Feat Pkg	1.50
Busy Line Transfer	
Alternate Answering	
Msg Wtg Audible & Visual Ind	
Star Code Access	
LINE-BACKER®	3.79
Federal Access Charge	3.50
Total Monthly Service	36.58

Local Calls

3-Way Calling

2 3-Way Calling activation(s) billed at \$.75 each	1.50
---	------

Ameritech CallPack 100

330 Call(s) were placed this month	
100 Call(s) were allowed	
230 Call(s) billed at \$.10 each	23.00
Total Local Calls	24.50

Information Charges

3 Call(s) placed to 1-411	
3 Call(s) billed at \$.75 each	2.25

Other Charges and Credits

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Charges
	Effective Oct 6, 1999, your Bill reflects a decrease of \$.04 in your Monthly Service charges. Charges are prorated from Oct 6, 1999 thru Oct 24, 1999		
1	Monthly Service		.03CR

News You Can Use - Summary

- LOCAL TOLL INFO
 - LONG DISTANCE INFO
 - IMPORTANT NEWS
 - 9-1-1 IN EMERGENCIES
 - LNP INTEREST CREDIT
 - BEST TIMES TO CALL
 - BILLING CHANGE
- See "News You Can Use" for additional information.

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope.

Patent Pending



PAMELA STEIGMAN
3415 N MARSHFIELD AV
APT 3-W
CHICAGO, IL 60657-1243

Page 3 of 4
Account Number 773 871-7726 117 6
Billing Date Oct 25, 1999

Questions? 1-800-999-1909

Current Charges

MCI WorldCom Account Number: 3BL28550

Invoice Date: 10/15/99

PAMELA STEIGMAN

Current Charges (See Service Summary)	6.76
Current Taxes and Surcharges	1.19
Total Current Charges, Taxes and Surcharges	7.95

Service Summary

Long Distance	6.70
Other Fees	.06
Total Current Charges	6.76

Taxes and Surcharges

Federal Excise Tax	.20
State & Local Taxes	.98
Federal, State & Local Surcharges	.01
Total Current Taxes and Surcharges	1.19

MCI WorldCom Calling Plan

Your Plan Includes:

- 24 Hour Online Customer Service;
www.mci.com
 - 5 cent Sundays; state-to-state calls from home
- MCI One Savings™

Long Distance

Calls from 773-871-7726:

No.	Date	Time	Place Called	Number	Code	Min	Amount
1	9-18	1015P	CHICAGO	IL 773-881-0998	N	11	.55
2	9-18	129P	LIBERTYVL	IL 847-247-0123	N	101	5.05
3	9-28	654P	5C MILWAUK	WI 414-964-4721	N	2	.10
4	10-04	717P	MILWAUKEE	WI 414-964-4721	N	2	.20
5	10-04	738P	LIBERTYVL	IL 847-247-0123	N	2	.10
6	10-07	812P	MILWAUKEE	WI 414-964-4721	D	1	.25
7	10-12	828A	MILWAUKEE	WI 414-964-4721	D	1	.25
8	10-14	754P	LIBERTYVL	IL 847-247-0123	N	1	.05
9	10-14	755P	LIBERTYVL	IL 847-362-7212	N	1	.05
10	10-14	759P	MILWAUKEE	WI 414-964-4721	N	1	.10
Total Calls from 773-871-7726:							6.70

Total Long Distance 6.70

Other Fees

Other Fees - Continued

Nominal surcharge to partner airline customers

- * Federally imposed Federal Excise Tax (FET) on miles
- * Surcharge applied after miles confirmed by airline
- * For more information, call 1-800-569-5905

Federal Universal Service Fee	.06
Total Other Fees	.06

MCI WorldCom Legend

5C = 5 cent Rate

D = Peak

N = Off-Peak

This portion of your bill is provided as a service to the company identified above. Please review all charges appearing in this section. If you have any questions or concerns, call the telephone number shown above.

Schedule B

CUB Exhibit ____
Direct Testimony of Pamela Steigman
Schedule B

Itemization of calls: January 25, 2000 - February 24, 2000

Page 1-2

Itemization of calls: May 25, 1999 - June 24, 1999

Page 3-4

ACCOUNT (773) 871-7726 117					02/2000					PAGE	1
DATE	TIME	NUMBER CALLED	MINS	BAND	DATE	TIME	NUMBER CALLED	MINS	BAND		
ACCOUNT (773) 871-7726 117					DETAIL:						
LINE (773) 871-7726					2-11	8:15P	773-525-1376	5	A		
1-25	6:43P	773-871-9319	1	A	2-11	8:20P	847-675-9223	1	A		
1-25	6:52P	773-881-0998	1	C	2-11	8:24P	773-883-9797	2	A		
1-25	8:31P	773-528-4991	1	A	2-11	8:32P	773-868-9358	4	A		
1-25	8:32P	773-528-5845	5	A	2-12	1:33P	773-283-8963	2	A		
1-25	9:47P	773-528-4991	4	A	2-12	1:35P	773-283-8963	1	A		
1-26	6:53P	773-871-9319	2	A	2-12	1:35P	773-871-9319	2	A		
1-26	8:10P	773-871-9319	1	A	2-12	1:41P	773-278-6000	1	A		
1-27	7:10P	847-675-9223	1	A	2-12	1:42P	773-728-6000	7	A		
1-27	7:26P	773-248-6239	1	A	2-12	2:52P	773-871-9319	17	A		
1-27	8:04P	773-248-6604	1	A	2-12	3:12P	773-871-9319	1	A		
1-27	8:25P	773-248-6604	33	A	2-12	8:28P	773-871-9319	1	A		
1-27	9:06P	773-248-6604	11	A	2-12	8:29P	773-528-5845	1	A		
1-27	10:47P	773-871-9319	18	A	2-12	10:05P	773-871-9319	1	A		
1-28	7:19P	773-871-9319	41	A	2-13	6:35P	847-675-9223	19	A		
1-28	8:23P	773-525-1376	12	A	2-13	5:53P	773-248-6604	2	A		
1-29	4:34P	847-795-9485	1	B	2-13	5:55P	773-871-9319	1	A		
1-29	5:40P	773-248-6604	21	A	2-13	7:44P	773-871-9319	19	A		
1-29	6:01P	773-871-9319	3	A	2-13	8:54P	847-795-9485	64	B		
1-29	6:55P	773-248-6604	2	A	2-13	10:52P	773-871-9319	1	A		
1-30	11:48A	773-871-9319	1	A	2-13	11:23P	773-871-9319	21	A		
1-30	11:55A	847-795-9485	12	B	2-15	10:46A	773-871-9319	1	A		
1-30	1:01P	773-871-9319	1	A	2-15	10:47A	773-871-9319	2	A		
1-30	4:24P	773-871-9319	3	A	2-15	10:47A	312-422-8180	1	A		
1-30	4:26P	773-528-4991	4	A	2-15	11:04A	312-422-8180	1	A		
1-30	4:36P	773-528-5845	1	A	2-15	6:40P	773-248-6604	4	A		
1-30	4:53P	773-325-9301	3	A	2-15	8:12P	773-248-6604	17	A		
1-30	5:03P	773-928-8727	2	A	2-16	10:39P	773-871-9319	2	A		
1-31	4:39P	312-422-8180	1	A	2-16	10:41P	773-248-2922	2	A		
1-31	4:43P	312-746-7341	1	A	2-17	9:48A	773-442-1521	65	A		
1-31	8:48P	773-871-9319	2	A	2-17	9:12A	773-871-9319	1	A		
1-31	8:49P	773-528-5845	13	A	2-17	6:53P	847-675-9223	2	A		
1-31	9:13P	773-248-6604	5	A	2-17	8:06P	773-248-6604	5	A		
1-31	9:43P	773-248-6604	12	A	2-17	8:11P	847-795-9485	4	B		
2- 1	8:02P	773-871-9319	1	A	2-17	8:23P	773-883-9797	2	A		
2- 1	9:02P	847-362-7212	66	C	2-17	10:01P	773-871-9319	1	A		
2- 1	10:32P	773-248-6604	4	A	2-17	10:06P	773-248-6604	1	A		
2- 1	10:50P	773-871-9319	41	A	2-17	11:02P	773-871-9319	74	A		
2- 2	8:43P	773-871-9319	2	A	2-18	6:29P	773-248-6604	32	A		
2- 2	8:45P	773-248-2922	1	A	2-18	7:01P	773-525-1376	7	A		
2- 2	8:45P	773-248-2922	4	A	2-18	7:10P	847-675-9223	7	A		
2- 2	8:47P	773-685-9486	3	A	2-18	7:21P	773-283-8963	10	A		
2- 2	8:50P	773-871-9319	1	A	2-18	7:31P	773-248-6604	4	A		
2- 2	9:40P	773-442-1521	59	A	2-18	7:35P	773-325-9301	58	A		
2- 3	6:45P	773-868-9358	1	A	2-18	8:33P	773-248-6604	16	A		
2- 3	11:11P	773-871-9319	18	A	2-18	8:49P	773-248-6604	1	A		
2- 5	11:12A	773-248-6604	1	A	2-19	10:24A	773-871-9319	8	A		
2- 5	11:14A	773-283-8963	1	A	2-19	10:39A	847-795-9485	1	B		
2- 5	11:42A	847-795-9485	1	B	2-19	11:23A	773-871-9319	2	A		
2- 5	10:40P	773-871-9319	2	A	2-19	12:19P	773-248-6604	1	A		
2- 7	10:12P	773-871-9319	1	A	2-19	12:26P	312-926-2950	6	A		
2- 7	10:12P	773-871-9319	1	A	2-19	12:43P	773-871-9319	1	A		
2- 8	9:59P	773-871-9319	1	A	2-19	8:20P	773-248-6604	1	A		
2- 9	12:45A	773-871-9319	32	A	2-19	8:20P	773-528-5845	1	A		
2- 9	7:57P	773-248-6604	4	A	2-20	11:56A	773-871-9319	1	A		
2- 9	8:01P	773-881-0998	2	C	2-20	11:56A	773-871-9319	1	A		
2- 9	8:03P	773-248-6604	4	A	2-20	1:50P	773-248-6604	1	A		
2- 9	8:06P	773-871-9319	10	A	2-20	3:05P	847-675-9223	6	A		
2-10	12:48A	773-871-9319	18	A	2-20	7:47P	773-525-1376	5	A		
2-11	6:46P	773-871-9319	1	A	2-21	7:53A	773-871-9319	1	A		
2-11	7:20P	773-868-9358	8	A	2-21	12:11P	773-871-9319	2	A		
2-11	7:28P	773-259-0012	6	A	2-21	12:12P	312-422-8180	1	A		
2-11	7:34P	773-248-6239	27	A	2-21	1:37P	847-795-9485	19	B		
2-11	8:01P	773-871-9319	15	A	2-21	1:57P	773-702-1033	1	B		
					2-21	3:28P	312-422-8180	1	A		

DATE	TIME	NUMBER CALLED	MINS	BAND	ACCOUNT (773) 871-7726 117	02/2000	PAGE	2
DATE	TIME	NUMBER CALLED	MINS	BAND	DATE	TIME	NUMBER CALLED	MINS
2-21	3:36P	312-422-8180	13	A	2-24	7:09P	847-444-0621	1
2-21	3:49P	773-702-1033	8	B	2-24	7:12P	773-525-1376	2
2-21	4:00P	773-702-1033	7	B	2-24	7:52P	847-675-9223	1
2-21	5:09P	847-675-9223	3	A	2-24	8:09P	847-675-9223	1
2-21	5:12P	773-525-1376	4	A	2-24	8:19P	773-868-9358	15
2-21	5:26P	773-871-9319	10	A	2-24	8:34P	773-868-9358	5
2-21	5:36P	773-525-1376	5	A	2-24	9:44P	773-871-9319	1
2-21	6:26P	773-327-5476	1	A	LINE TOTAL BAND-A MSGS			160
2-21	10:59P	773-871-9319	1	A	MINUTES			1091
2-22	8:35A	312-422-8180	3	A	LINE TOTAL BAND-B MSGS			10
2-22	8:38A	312-422-8180	1	A	MINUTES			116
2-22	8:39A	312-422-8180	1	A	LINE TOTAL BAND-C MSGS			7
2-22	9:57A	312-422-8180	1	A	MINUTES			81
2-22	9:57A	312-422-8180	10	A	ACCT TOTAL BAND-A MSGS			160
2-22	10:12A	847-432-8000	2	C	MINUTES			1091
2-22	10:27A	312-926-3627	1	A	ACCT TOTAL BAND-B MSGS			10
2-22	10:27A	312-926-3627	5	A	MINUTES			116
2-22	10:59A	773-525-1376	1	A	ACCT TOTAL BAND-C MSGS			7
2-22	11:03A	773-525-1376	9	A	MINUTES			81
2-22	12:06P	773-525-1376	1	A	ACCOUNT TOTAL MSGS			177
2-22	12:09P	312-908-7879	1	A	MINUTES			1290
2-22	12:09P	312-908-7879	1	A	ACCOUNT (773) 871-7726 117 QA DETAIL:			
2-22	12:15P	312-908-7879	1	A	LINE (773) 871-7726			
2-22	12:16P	312-926-3627	2	A	1-31 4:36P 773-411			
2-22	12:16P	312-926-3616	1	A	2-11 8:23P 773-411			
2-22	12:17P	773-525-1376	6	A	ACCOUNT (773) 871-7726 117 QA DETAIL:			
2-22	2:53P	773-871-9319	1	A	LINE (773) 871-7726			
2-22	4:46P	312-422-8180	1	A	LINE TOTAL QA MSGS 2			
2-22	8:00P	773-248-6604	1	A	ACCOUNT TOTAL QA MSGS 2			
2-22	8:00P	773-525-1376	8	A	ACCOUNT (773) 871-7726 117 CNA DETAIL:			
2-23	3:20P	312-926-8999	8	A	LINE (773) 871-7726			
2-23	3:28P	773-871-9319	18	A	1-27 7:54P 312-796-9600			
2-23	3:48P	773-868-8360	1	A	1-27 7:55P 312-796-9600			
2-23	3:49P	312-422-8180	1	A	LINE TOTAL CNA MSGS 2			
2-23	3:51P	847-432-8000	7	C	ACCOUNT TOTAL CNA MSGS 2			
2-23	6:25P	773-525-1376	1	A				
2-23	9:11P	773-871-9319	1	A				
2-23	9:31P	773-525-5845	1	A				
2-24	6:41P	847-675-9223	1	A				
2-24	6:59P	773-871-9319	3	A				
2-24	7:02P	708-445-8945	2	A				
2-24	7:04P	847-247-0123	2	C				

ACCOUNT (773) 871-7726 117					06/1989					PAGE 1
DATE	TIME	NUMBER CALLED	MINS	BAND	DATE	TIME	NUMBER CALLED	MINS	BAND	
ACCOUNT (773) 871-7726 117					DETAIL:					
LINE (773) 871-7726										
5-25	5:57P	312-464-0522	1	A	6-2	6:13P	773-598-3021	2	A	
5-25	5:58P	312-682-6060	1	A	6-2	6:18P	847-795-9485	21	B	
5-25	6:36P	773-598-3021	15	A	6-2	9:47P	312-850-1414	43	A	
5-25	8:06P	847-795-9485	12	B	6-2	10:33P	773-598-3021	21	A	
5-25	8:32P	773-525-1376	1	A	6-3	8:06P	847-675-9223	6	A	
5-25	9:03P	773-598-3021	21	A	6-3	8:12P	847-675-9223	6	A	
5-25	9:23P	773-248-6604	17	A	6-3	8:18P	773-598-3021	6	A	
5-25	9:47P	312-682-6060	1	A	6-3	11:18P	773-881-0998	51	C	
5-25	10:23P	773-525-1376	1	A	6-4	8:06A	773-248-6604	1	A	
5-25	10:57P	773-598-3021	2	A	6-4	6:26P	773-598-3021	2	A	
5-26	6:36P	312-682-6060	1	A	6-4	11:54P	773-598-3021	9	A	
5-26	7:04P	773-248-6239	39	A	6-5	9:55A	773-871-9319	8	A	
5-26	7:45P	847-362-7212	30	C	6-5	6:23P	773-598-3021	5	A	
5-26	9:22P	312-682-6060	1	A	6-5	7:23P	773-525-1376	30	A	
5-27	7:39A	773-868-9358	19	A	6-5	7:53P	773-248-6239	76	A	
5-27	6:00P	312-422-8180	3	A	6-5	9:09P	773-283-8983	24	A	
5-27	6:03P	312-413-7767	3	A	6-5	9:32P	773-248-6604	1	A	
5-27	6:07P	312-682-6060	1	A	6-5	9:33P	773-868-9358	1	A	
5-27	11:25P	773-868-9358	43	A	6-5	9:50P	773-244-9300	1	A	
5-28	5:18P	773-248-6604	1	A	6-6	9:56A	847-675-9223	19	A	
5-28	6:03P	773-248-6604	21	A	6-6	1:54P	773-598-3021	25	A	
5-28	6:25P	312-243-9797	81	A	6-6	2:19P	773-442-1521	45	A	
5-28	8:43A	773-868-9358	10	A	6-6	5:31P	847-795-9485	1	B	
5-29	11:06A	773-248-6604	6	A	6-6	6:40P	773-881-0998	1	C	
5-29	11:16A	773-868-9358	3	A	6-6	6:41P	847-362-7212	1	C	
5-29	1:22P	312-682-6060	1	A	6-6	7:25P	773-881-0998	73	C	
5-29	1:24P	773-868-9358	1	A	6-6	9:22P	847-362-7212	29	C	
5-29	2:51P	773-868-9358	6	A	6-7	7:15P	708-445-8845	49	A	
5-29	3:22P	773-525-1376	21	A	6-7	8:06P	312-850-1414	29	A	
5-29	3:25P	847-247-0123	8	C	6-8	10:25P	773-248-6604	43	A	
5-29	3:50P	773-868-9358	2	A	6-9	7:39P	773-244-0300	1	A	
5-29	3:52P	773-248-6604	1	A	6-9	8:11P	847-795-9485	1	B	
5-29	3:52P	773-415-1141	17	A	6-9	9:24P	773-248-6604	1	A	
5-29	4:09P	847-675-9223	8	A	6-9	9:29P	773-868-9358	2	A	
5-30	11:12A	773-248-6604	33	A	6-9	10:49P	773-868-9358	19	A	
5-30	11:45A	312-682-6060	1	A	6-9	11:07P	773-248-6239	1	A	
5-30	1:06P	312-682-6060	1	A	6-10	7:32P	773-419-9183	4	A	
5-30	1:08P	847-795-9485	2	B	6-10	7:41P	847-675-9223	1	A	
5-30	10:10P	773-868-9358	1	A	6-10	8:05P	773-598-3021	8	A	
5-30	10:48P	312-682-6060	1	A	6-10	8:14P	773-598-3021	1	A	
5-30	11:07P	773-868-9358	28	A	6-10	8:16P	773-598-3021	20	A	
5-31	10:38A	773-525-1376	6	A	6-10	9:30P	847-675-9223	29	A	
5-31	11:17A	312-682-6060	1	A	6-11	7:53A	773-929-9009	6	A	
5-31	2:08P	773-248-6604	1	A	6-11	8:00A	773-929-9009	1	A	
5-31	2:35P	773-598-3021	14	A	6-11	8:12A	773-929-9009	2	A	
5-31	3:03P	773-598-3021	13	A	6-11	4:44P	312-422-8180	2	A	
5-31	3:18P	773-598-3021	11	A	6-11	6:17P	773-525-1376	2	A	
5-31	3:52P	773-598-3021	12	A	6-11	7:27P	773-248-6239	43	A	
5-31	4:04P	312-243-9797	13	A	6-11	8:49P	773-525-1376	2	A	
5-31	4:52P	773-598-3021	27	A	6-11	10:11P	773-248-6239	3	A	
5-31	5:23P	773-248-6604	1	A	6-11	10:30P	773-248-6239	1	A	
5-31	5:23P	773-598-3021	4	A	6-12	9:44A	847-795-9485	1	B	
5-31	7:54P	773-598-3021	62	A	6-12	11:21A	847-362-7212	30	C	
5-31	9:04P	773-598-3021	2	A	6-12	11:56A	847-302-4088	19	C	
5-31	9:20P	847-795-9485	1	B	6-12	4:24P	773-525-1376	9	A	
5-31	10:38P	773-868-9358	1	A	6-12	6:49P	847-319-9990	1	B	
5-31	11:09P	773-598-3021	6	A	6-12	6:59P	773-525-1376	1	A	
6-1	6:07P	773-598-3021	4	A	6-12	9:43P	773-248-6239	33	A	
6-1	6:37P	773-871-9319	1	A	6-12	11:09P	773-248-7189	1	A	
6-1	11:24P	312-682-6060	1	A	6-13	9:40A	847-675-9223	19	A	
6-1	11:58P	312-682-6060	1	A	6-13	11:11A	312-682-6060	1	A	
6-2	12:09A	312-682-6060	1	A	6-13	9:58P	773-881-0998	1	C	
6-2	8:13A	773-598-3021	3	A	6-13	10:26P	773-320-8284	3	A	
					6-14	9:19P	773-598-3021	3	A	
					6-14	9:27P	773-248-6239	1	A	

ACCOUNT (773) 871-7726 117 08/1999 PAGE 2				
DATE	TIME	NUMBER CALLED	MINS	BAND
6-14	9:29P	847-675-9223	1	A
6-15	7:25P	847-675-9223	1	A
6-15	9:19P	773-584-6021	5	A
6-16	10:23P	773-584-5021	104	A
6-17	8:41A	312-422-8180	3	A
6-17	8:55A	773-868-8360	1	A
6-17	9:07A	773-395-3618	2	A
6-17	8:25P	773-868-9358	1	A
6-17	7:28P	773-598-3021	2	A
6-17	7:34P	847-675-9223	4	A
6-17	9:31P	773-320-8284	1	A
6-18	8:58A	847-795-9485	2	B
6-18	8:23A	847-319-9990	1	B
6-18	12:23P	847-319-9990	1	B
6-19	12:11A	773-598-3021	30	A
6-19	8:30A	773-598-3021	20	A
6-19	8:50A	773-598-3021	34	A
6-19	9:27A	773-868-9358	1	A
6-19	10:37A	773-478-7034	1	A
6-19	10:41A	773-868-9358	48	A
6-19	2:35P	773-478-7034	14	A
6-19	2:51P	773-248-8604	1	A
6-19	2:58P	773-525-1376	14	A
6-19	5:19P	773-868-9358	4	A
6-19	6:23P	773-525-1376	1	A
6-19	8:24P	847-675-9223	8	A
6-19	7:07P	773-769-6393	1	A
6-19	7:08P	773-769-6393	2	A
6-19	10:26P	773-525-1376	1	A
6-20	9:28A	847-675-9223	2	A
6-20	8:47P	773-248-8604	5	A
6-20	8:52P	773-477-5588	5	A
6-20	9:07P	773-871-9319	6	A
6-21	12:21P	773-598-3021	5	A
6-21	8:49P	773-248-8604	1	A
6-21	7:06P	312-422-8180	2	A
6-21	8:44P	773-881-0998	62	C
6-21	9:47P	312-850-1414	14	A
6-21	10:31P	773-442-1521	5	A
6-22	9:34P	847-675-9223	1	A

DATE	TIME	NUMBER CALLED	MINS	BAND
6-23	7:06P	773-598-3021	4	A
6-23	7:10P	773-598-3021	1	A
6-24	1:21A	773-320-8284	1	A
6-24	7:52P	773-248-8604	17	A
6-24	8:09P	847-795-9485	1	B
6-24	8:10P	847-362-7212	6	C
6-24	8:17P	773-248-8604	3	A
6-24	10:59P	847-795-9485	12	B
LINE TOTAL BAND-A MSGS				151
MINUTES				1647
LINE TOTAL BAND-B MSGS				19
MINUTES				57
LINE TOTAL BAND-C MSGS				12
MINUTES				311
ACCT TOTAL BAND-A MSGS				151
MINUTES				1647
ACCT TOTAL BAND-B MSGS				19
MINUTES				57
ACCT TOTAL BAND-C MSGS				12
MINUTES				311
ACCOUNT TOTAL MSGS				176
MINUTES				2015
ACCOUNT (773) 871-7726 117 DA DETAIL:				
LINE (773) 871-7726				
6-5 9:49P 773-411				
LINE TOTAL DA MSGS 1				
ACCOUNT TOTAL DA MSGS 1				
ACCOUNT (773) 871-7726 117 ONA DETAIL:				
LINE (773) 871-7726				
6-5 6:27P 312-796-9600				
LINE TOTAL ONA MSGS 1				
ACCOUNT TOTAL ONA MSGS 1				